



## **DEPUTY HUMAN SERVICES DIRECTOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To perform professional administrative work in the management, organization and coordination of the programs and activities of the Human Services Department

### **Supervision Received and Exercised:**

Receives direction from the Human Services Director.

Exercises direct supervision over professional, technical and clerical staff.

### **Position Information:**

The role of the Deputy Human Services Director is to assist in planning and administering an integrated and comprehensive system of social services, resources and opportunities to help people improve their lives, the lives of others, neighborhoods and the total community. The Deputy Human Services Director determines divisional policies, plans long term programs, manages the division's budget and handles complex administrative duties.

In addition, the Deputy Human Services Director assists in developing and promoting a solid relationship with the general public, City Council, City Manager, boards and commissions, employee groups, other City departments, and other government entities.

### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Act as a support staff to the Tempe Community Council (TCC) Board and to the Board's mission. Establishes and maintains ongoing effective communication with TCC Board members.
- Recommend Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the Human Services needs of children, of youths, adults and families in the community.

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### Deputy Human Services Director (continued)

- Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Monitor and evaluate the efficiency and effectiveness of Tempe agencies receiving public funds including service delivery methods, workloads, administrative systems, and overall mission.
- Solicit input from and collaboratively interact with city, public entities, non-profits and community agencies.
- Comprehend and make inferences from written materials and collect and analyze data in order to maintain statistics.
- Make presentations to the City Council, neighborhood organizations, non-profits and other community partners
- Evaluates social service needs in the community and plans and recommends programs and develops funding proposals to meet those needs;
- Coordinates existing program activities and new program proposals with other City departments and governmental, social service, and private community agencies to assure maximum program benefits and prevent duplication;
- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Select, train and evaluate personnel; conduct and review performance evaluations; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Promote a workforce and inclusive environment that represents and values diversity of people and ideas.
- Participate on a variety of committees relating to Division programs and activities; prepare and deliver presentations to civic and community groups about Division programs.
- Attend and participate in monthly staff meetings; confer with the City Attorney, City Prosecutors and City Managers in resolving special program issues; prepare and submit reports regarding the progress of program participants and the overall program.
- Respond to and build consensus on difficult and sensitive citizen/community inquiries and complaints.

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### Deputy Human Services Director (continued)

- Provide technical assistance to staff, groups and agencies.
- Serve as a faculty member of the Tempe Learning Center.
- Provide pro-active performance planning through ePerformance; utilize the ePlan to formalize performance goals, outline professional development plans, and discuss job competencies; utilize the eLogs as an electronic dialogue tool and communication resources for transparent documentation;
- Maintain effective and consistent one on one dialogue with all employees on a regular basis;
- Perform related duties as assigned.

### **Minimum Qualifications:**

#### **Experience:**

Five years of increasingly responsible professional experience in human services, social services, public administration or directly related to the core functions of this position, including three years of supervisory and administrative responsibility in human services or directly related to the core functions of this position.

#### **Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in social work, sociology, education, psychology and/or a degree related to the core functions of this position. A Master's degree is highly desirable.

#### **Licenses/Certifications:**

None

#### **Examples of Physical and/or Mental Activities:**

(Pending)

#### **Competencies:**

<http://www.tempe.gov/home/showdocument?id=26274>

**Job Code: 537**

**Status: Exempt / Unclassified**